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<Renee.Fullem@state.ma.us>
Sent: Tuesday, April 12, 2011 11:34 AM
To: Hanchett, James (DPH)
Subject: CSD's Professional Development Opportunities
Attachments: Log and register in PACE.doc

Dear EOHHS Employee:

With the spring weather coming, now is a great time to think about taking a professional development course. Taking a course is a great opportunity to hone skills and improve efficiency. On Friday, March 25th the Center for Staff Development (CSD) released its **spring schedule which consists of over 50 different courses!** All courses offered by the CSD are free. A sampling of courses includes:

- Basic Project Management
- Write Vs. Wrong: Grammar and Proofreading
- Delegation Skills
- Time Management
- Communicating Assertively
- Taking Effective Meeting Minutes
- The Joy of Public Speaking
- The Secrets of Body Language
- Access (Intro and Intermediate)
- Everything Excel
- Advanced Excel
- Everything Word
- Computer Basics
- Visio

Another way the CSD is helping EOHHS employees respond to these difficult economic times is by offering Continuing Education Units (CEUs). The following CSD courses now offer CEUs for Licensed Social Workers, Mental Health Counselors, Nurses, Nursing Home Administrators and Rehabilitation Counselors:

- Dealing with Difficult People
- Delivering Outstanding Customer Service in Challenging Times
- Diversity Awareness
- Managing Stress and Building Resilience
- Stop Avoiding the Hard Conversations
- Unlocking Your Staff's Potential: An Introduction to Motivation
- Utilizing Effective Communication Skills

To register for a CSD course or to take one of the many CSD eLearnings, please login to [PACE](#). A job aid is attached which will walk you through the process of enrolling in a course.

As always, if you need assistance enrolling or have a question, please feel free to contact Yvonne Wade, the CSD Training Coordinator, at 617-348-5751.

Thanks so much!

Renee Fullem
Acting Director of EOHHS Human Resources